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## CERTIFICATE No. ITSMS-51/15

**IT IS HEREBY CERTIFIED THAT THE INFORMATION TECHNOLOGY SERVICE MANAGEMENT SYSTEM OPERATED BY**

### **SC SISTEC-SBSOL SRL**

**DRUMUL SABARENI, NR. 24-26, SECTOR 1, BUCURESTI, ROMANIA.**

IN THE FOLLOWING OPERATIONAL UNITS

**DRUMUL SABARENI, NR. 24-26, SECTOR 1, BUCURESTI, ROMANIA.**

IS IN COMPLIANCE WITH THE STANDARD

### **ISO/IEC 20000-1:2011**

FOR THE FOLLOWING FIELD(S) OF ACTIVITIES

SISTEMUL DE MANAGEMENT AL SERVICIILOR PENTRU SUPTOR TEHNIC, MENTENANTA, OPTIMIZARE PENTRU PRODUSE SOFTWARE; SERVICII DE CALL CENTER SI HELPDESK; INTRETINERE SI REPARARE PENTRU ECHIPAMENTE ELECTRICE, MECANICE, ELECTRONICE DE UZ CASNIC SI PENTRU ECHIPAMENTE DE BIROU - CALCULATOARE, PERIFERICE, COPIATOARE, FAXURI, CENTRALE TELEFONICE; MENTENANTA PENTRU RELE DE VOCE-DATA, SISTEME SI INSTALATII DE SEMNALIZARE, ALARMARE SI ALERTARE IN CAZ DE INCENDIU, SISTEME DE ALARMARE IMPOTRIVA EFRACITIEI, INSTALATII ELECTRICE INTERIOARE PENTRU CONSTRUCTII CIVILE SI INDUSTRIALE, BRANSAMENTE AERIENE SI SUBTERANE; GAZDUIRE SI MENTENANTA PENTRU SERVERE, APLICATII SI BAZE DE DATE; MENTENANTA PENTRU RELE, ECHIPAMENTE DE COMUNICATIE, SOLUTII DE SECURITATE SI SISTEME DE AUTOMATIZARI INDUSTRIALE.

*SERVICE MANAGEMENT SYSTEM FOR TECHNICAL SUPPORT, MAINTENANCE, OPTIMISATION OF SOFTWARE PRODUCTS; CALL CENTER AND HELPDESK SERVICES; SERVICE FOR ELECTRICAL, MECHANICAL, ELECTRONIC EQUIPMENTS INCLUDING OFFICE EQUIPMENTS - COMPUTERS, PERIPHERALS, COPY MACHINES, FAXES, PHONE CENTRAL UNITS; MAINTENANCE FOR VOICE-DATA NETWORKS, SIGNALS, ALARMING AND FIRE ALERTING SYSTEMS AND INSTALLATIONS, THEFT PROTECTION SYSTEMS, INDOOR ELECTRICAL INSTALLATIONS FOR CIVIL AND INDUSTRIAL CONSTRUCTION, AERIAL AND UNDERGROUND CONNECTIONS; HOSTING FOR SERVERS, APPLICATIONS AND DATABASES; MAINTENANCE FOR NETWORKS, COMMUNICATIONS EQUIPMENTS, SECURITY SOLUTIONS AND INDUSTRIAL AUTOMATION SYSTEMS.*

The validity of this certificate is dependent on an annual audit and on a complete review, every three years, of the management system.

The use and validity of this certificate are subject to compliance with the RINA Rules for the certification of Information Technology Service Management Systems.

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